



## **Unit V**

### **Vocabulary**

- Conversation
- Speaking Skills

## **Unit V1**

- Vocabulary in the good manner
- Words for the statement: how to ask, claim, convince, reassure...
- 1<sup>st</sup> impression: each employee is the window of the enterprise.

The positive attitude: a frame of mind which makes all the differences

- Needs of the customer
- How to deal with a customer: smile, body language, selected words
- Rules for a good communication
- The telephone reception: on the telephone the smile gets along, the importance of the 1<sup>st</sup> contact, how to make, receive, transfer and conclude a call.
- The telephone vocabulary
- Listening: how to identify a request, to know to reformulate, know to channel
- How to manage a customer.